



Policy Name UNREGULATED PRIVATELY HIRED PERSONNEL	Policy Number: 0164
	Effective Date: March 21, 2012
Approved By: Management Committee	Date Revised: February 6, 2015
Classification: Delivery of Care to Residents and Families	Page No: Page 1 of 10

POLICY

“The Salvation Army Agapé Hospice provides individualized physical, social, emotional and spiritual care to persons requiring end of life care. Residents and families are assured of dignity, respect and hope.” We acknowledge that we are unable to provide 1:1 care, complementary or alternative medicine/care that is desired by some Residents and families. To help support Residents and families with this desire, Agapé Hospice will support decisions made to bring in privately hired personnel. Agapé Hospice will ensure that these personnel receive respect and support from the interdisciplinary team at the hospice.

DEFINITIONS

Unregulated Privately Hired Personnel: are care professionals who are not registered members of a regulatory profession named in Alberta’s Health Professions Act.

Privately Hired Personnel: are not employees of Agapé Hospice. They are individuals or agencies hired by a Resident and/or family/health advocate to provide a care need for that Resident. Privately hired personnel may include, but are not limited to:

Hairstylists	Companion
Podiatry nurse	Care Aide
Aromatherapist	Therapeutic touch therapist
Reiki master	

Complementary or Alternative Medicines: defined by the National Centre for Complementary or Alternative Medicines as a group of diverse medical and health care systems, practices and products that are not generally considered part of conventional medicine. Complimentary or Alternative Medicines may include, but is not limited to:

Hypnosis	Reflexology
Therapeutic touch	Aromatherapy
Reiki	Meditation
Guided imagery	



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PROCEDURE

1. As part of Agapé Hospice's support to the Residents and families, staff is allowed to provide contact information of Unregulated Privately Hired Personnel including brochures and lists of community resources. To negate Agapé Hospice liability, a disclaimer will be included at the bottom of the list such as "For resource purpose only. Does not necessarily indicate an endorsement or accuracy of any of the information provided by Agapé Hospice. Families need to exercise due diligence in choosing the Regulated/Unregulated Privately Hired Personnel."
2. Any decision for the procurement or cessation of an Unregulated Privately Hired Personnel will be the sole responsibility of the Resident and/or family/Health Advocate.
3. The Resident and/or family/Health Advocate will be responsible for contacting or engaging the services of the Unregulated Privately Hired Personnel.
4. The Resident and/or the family/Health Advocate is responsible for any cost incurred from hiring the Privately Hired Personnel.
5. Agapé Hospice care team will continue to maintain primary responsibility for any medical care and medication administration provided to the Resident.
6. When Unregulated Privately Hired Personnel information is provided to Resident/family by Agapé Hospice, the Social Worker or designate will ensure the following documentation **IS** in place:
 - A. A copy of Workers Compensation Board coverage (Clearance Certificate) – may have to be paid by families for those professions who are normally exempt from coverage;
 - B. A copy of Professional License or Certification;
 - C. A copy of Police Background Check has been completed and cleared to work in this environment, in order to protect our other Residents. This is mandatory for all personnel entering Agapé Hospice as part of our duty of care;
 - D. A copy of Personal Liability Insurance – through a private insurance company.

If no Professional License or Certification then either one of the following must be completed

- A. A Salvation Army Release and Indemnity form (Attachment 1) will be proved for signature and a Police Background Check has been completed and cleared to work in this environment.



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OR

B. A copy of Personal Liability Insurance and a Police Background Check has been completed and cleared to work in this environment.

7. The Unregulated Privately Hired Personnel must notify the nursing staff immediately if there are any changes in the Resident's condition that requires attention while they are attending to the Resident. If a care aide or companion is with the Resident, they will report to the Resident's registered nurse at the end of their shift, indicating any pertinent information on the Resident's care.
8. Agapé Hospice's staff will continue to complete their ongoing assessments of the Resident while the Unregulated Privately Hired Personnel is present.
9. The Unregulated Privately Hired Personnel will not chart directly on the Resident's health record. If requested a blank progress sheet will be made available to them for their written comments and added to the chart.
10. Unregulated Privately Hired Personnel will not be allowed to review the Resident's health record.
11. Agapé Hospice staff will be open to discuss any issues as they arise to ensure that the experience is a success.
12. Agapé Hospice reserves the right to refuse access to Unregulated Privately Hired Personnel who have breached Agapé Hospice/Alberta Health Service rules or policies; pose a risk to staff, Residents or visitors, or who have jeopardize the resident's goals of care through neglect or abuse.



<p>Policy Name</p> <p style="text-align: center;">UNREGULATED PRIVATELY HIRED PERSONNEL</p>	<p>Policy Number:</p> <p style="text-align: center;">0164</p>
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ATTACHMENTS

1. [Privately Hired Personnel - Contact Information](#)
2. [Welcoming Letter](#)
3. [Consent for Release of Information](#)
4. [Memorandum of Understanding for Bringing in Regulated/Unregulated Privately Hired Personnel](#)
5. [Waiver of Liability and Indemnity](#)

CROSS REFERENCE

[Agapé Policy # 0163 – Regulated Privately Hired Personnel](#)

[Agapé Policy # 0165 – Nail Care and Care of Equipment](#)

[Agapé Policy # 0921 – Confidentiality](#)

[Agapé Policy # 0935 – Access to Resident Personal Health Information](#)

[Agapé Policy # 1023 – Salvation Army Health services Code of Ethics for Health Service Personnel](#)

REFERENCE

Province of Alberta – Health Professions Act

Province of Alberta – Protection for Persons in Care Act

ATTACHMENT 1



Privately Hired Personnel

Contact Information

Name: _____

Job Title: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-Mail Address: _____

Employment Information

Employer: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

ATTACHMENT 2



To All Privately Hired Personnel

We welcome you to Agapé Hospice. Agapé strives to provide unconditional love and acceptance to individuals in need of end of life care. Agapé Hospice is a leader in giving excellent individualized physical, social, emotional and spiritual care. Residents and their loved ones are assured of dignity, respect and hope, in a home like, welcoming setting. It is our belief that access to outside services, not provided by our staff, adds to the quality of our Resident's stay. Agapé will ensure that you will be received with respect and support by our care team.

We ask that you read the enclosed policy to understand the expectations that Agapé Hospice has for all Privately Hired Personnel. Please provide all the information specified in number 7 of the policy before any services are provided. All information that is provided will be kept in a file and confidential. We thank you for taking the time to ensure the safe care of our Residents. If you have any questions or concerns, please contact us at 403-282-6588.

Please sign this form to indicate that you read the enclosed policies, and have returned the required paperwork.

Thank you,

Agapé Hospice

Signature

Print Name

Date

ATTACHMENT 3



RESIDENT CONSENT FOR RELEASE OF INFORMATION

I, _____, hereby give permission to

The Salvation Army Agapé Hospice to release information regarding

_____ **for the purpose of**

_____. **The duration of this**

request expires on _____ .

Signature

Date

Print name

ATTACHMENT 4



MEMORANDUM OF UNDERSTANDING FOR BRINGING IN REGULATED / UNREGULATED PRIVATELY HIRED PERSONNEL

I _____, by my admission to Agapé Hospice, understand and agree to the following:

1. Agapé Hospice will not be responsible for contacting or engaging the services of said Regulated / Unregulated Privately Hired Personnel (see the definitions at the end of documents).
2. Agapé Hospice is not responsible for any costs incurred from the hiring of Regulated / Unregulated Privately Hired Personnel.
3. Any decisions for the procurement or cessation of Regulated / Unregulated Privately Hired Personnel will be the sole responsibility of the resident / family members.
4. The following has to be in place:
 - a. A copy of the Workers' Compensation board coverage (Clearance Certificate)
 - b. A copy of Professional License or Certification
 - c. Police Background Check
 - d. A copy of Personal Liability insurance – Private Insurance Company or through their professional body

If no Professional License or Certification then either one of the following must be submitted:

- a. A Salvation Army Release and Indemnity Form will be provided for signature and a Police background check has been completed and cleared to work in this environment.
- OR
- b. A copy of Personal Liability Insurance and a Police background check has been completed and cleared to work in this environment.
5. Agapé Hospice care team will continue to hold the primary responsibility for any medical care and medication administration provided to the resident.
 6. The resident / family members need to ensure that the Regulated / Unregulated Privately Hired Personnel must notify the nursing staff immediately if there are any changes in the resident's condition that

requires attention while they are attending to the resident. If a care aide or companion is with the resident, they will report to the resident's registered nurse at the end of their shift, indicating any pertinent information regarding the resident's care.

7. Agapé Hospice staff will continue to complete their ongoing assessments of the resident while the Regulated / Unregulated Privately hired Personnel is present.
8. Agapé Hospice will continue to be open to discussing any issues as they arise to ensure that this experience is a success.
9. Agapé Hospice reserves the right to refuse access to Regulated / Unregulated Privately Hired Personnel who have breached Agapé Hospice / Alberta Health Services rules or policies; pose a risk to staff, residents or visitors or who have jeopardized the resident's goals of care through neglect or abuse.

Printed name of resident or person authorized to act on behalf of resident (state relationship)

Signature

Date

DEFINITIONS

Privately Hired Personnel – are not employees of Agapé Hospice. They are individuals or agencies hired by a resident and / or family / health advocate to provide a care need for that resident. Privately Hired Personnel may include, but is not limited to:

Physiotherapist

Optometrist

Hairstylist

Companion

Podiatry Nurse

Care Aide

Aromatherapist

Therapeutic touch therapist

Reiki Master

Denturist

Regulated Privately Hired Personnel: a care professional who is registered members of a regulatory profession named in Alberta's Health Professions Act.

Unregulated Privately Hired Personnel: is a professional who is not registered members of a regulatory profession named in Alberta's Health Professions Act.

ATTACHMENT 5

WAIVER OF LIABILITY AND INDEMNITY

ORGANIZATION: _____

SALVATION ARMY FACILITY: _____

AREA OF USE: _____

DATE OF USE: _____

In exchange for the Organization's use of the above-identified Facility free of charge, the Organization agrees to the following:

1. The Organization shall not hold The Salvation Army liable for any injury, loss and/or damage related in any way to the Organization's use of the Facility.
2. The Organization shall indemnify The Salvation Army fully for any and all costs related to any claim made against The Salvation Army arising out of the Organization's use of the Facility.
3. Any reference to The Salvation Army in this document includes the Facility, The Salvation Army Canada and Bermuda Territory, The Governing Council of The Salvation Army in Canada, and all associated charities, divisions and unincorporated associations, as well as all officers, employees and volunteers of any of them.
4. In consideration of the use of the above-referenced facilities, the Organization shall indemnify The Salvation Army and save it harmless from and against any loss, claims, actions, damages, liability and expense in connection with loss of life, personal injury or damage to property arising out of this lease, or any occurrence in, upon or at the leased premises, or the occupancy or use by the Organization of the leased premises, or occasioned wholly or in part by any act or omission of the Organization or by anyone permitted to be on the leased premises by the Organization.

The Organization

Acknowledged by The Salvation Army

Per: _____

Per: _____

Per: _____

Per: _____

Dated: _____

Dated: _____